


Statement Regarding how Operational Procedures Ensure Compliancy with CPNI Regulations

I have personal knowledge that Salish Networks has established certain operational procedures that are adequate to ensure compliancy with the FCC's regulations concerning the protection and use of CPNI data. Specifically:

1. Salish Networks trains its personnel regarding:
 - When they are and are not authorized to use CPNI, and
 - How to safeguard CPNI
2. Salish Networks maintains a CPNI Compliance Manual in its offices for purposes of training of new and current employees, and as a reference guide for all CPNI issues. Our CPNI Compliance Manual is reviewed and updated to account for any changes in law relating to CPNI.
3. Salish Networks billing and customer account system clearly shows the status of a Customer's approval or disapproval for use of CPNI, as defined in 47 USC 222(h)(1).
4. Salish Networks personnel make no decisions regarding CPNI without first consulting with senior management or our compliancy manual.
5. Salish Networks has an express disciplinary process in place for personnel who make unauthorized use of CPNI.
6. Salish Networks maintains records of its own sales and marketing campaigns that use CPNI. Salish Networks maintains records of all instances where CPNI was disclosed or provided to third parties. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were. Salish Networks maintains these records in its offices for a minimum of one year.
7. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, and, if necessary, legal counsel.
8. Additionally, Management oversees the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the Customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. Management also reviews all notices required by the FCC regulations for compliance therewith. Before soliciting for approval of the use of a Customer's CPNI, Salish Networks will notify the Customer of his or her right to restrict use of, disclosure of, and access to, his or her CPNI.
9. Salish Networks maintains records of Customer approval and disapproval for use of CPNI in a readily-available and secure location that is consulted only as needed by approved staff.
10. Salish Networks trains its personnel for compliance with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods for telephone access, online access, and in-store access to CPNI, and the prevention of access to CPNI information by data brokers, pre-texters or other unauthorized people/entities. Customers wishing to access CPNI Information in person require them to present government issued ID. The name and address on this ID must match the customer's records as maintained by Salish Networks.

 Travis Hill
Signature / Printed Name

24 Jan 2018
Date